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Clark County Regional Support Network Policy Statement

Policy No.: AD02
Policy Title: Performance Monitoring – Payment Calculation
Effective Date: September 1, 2001

Policy: All service data provided by CCRSN contracted providers shall be submitted to the CCRSN for the purpose of contract performance monitoring. The CCRSN has developed several performance objectives for the community mental health system using the service and demographic data transmitted to the CCRSN Management Information System.

References: WAC 388-865, Washington Mental Health Division RSN Contract, Clark County Provider Contract Agreement, CCRSN Policy and Procedure AD04 Payment Process and Fiscal Responsibility

Overview: There are five performance payment points for children and five performance payment points for adult services, which will be reported and reviewed both monthly and quarterly.

Performance Measures –

1. Payment based on service hours:
 - a) Each agency has a set monthly target for standardized service hours. This target is based on actual hours of service.
 - b) The amount of the monthly payment for each agency is dependent on the total number of standardized hours. The maximum is 80% of the total contract dollar amount divided by 12. If the provider is unable to achieve the monthly service hour target, the payment will be adjusted according to the actual hours of service provided.

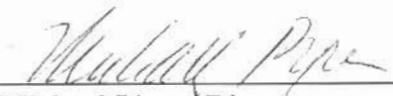
2. Performance Payment Points

Twenty percent (20%) of the statement of work amount will be paid on successful demonstration of the measures identified in the CCRSN Provider Contract Agreement. Performance payment points will be reported monthly based on the outpatient data in the CCRSN database. The financial reconciliation for this performance measure will occur on a quarterly basis based on the preceding quarter's performance, not an average of monthly performance.

Procedure:

1. The agencies are required to submit all consumer demographic, assessment and service data by the 10th of the month following the service.

2. The CCRSN shall run reports for the above performance measures based on data submitted for consumers with approved authorizations for the submitted element.
3. The CCRSN shall send the reports to contracted provider agencies by the 20th of the month.
4. The CCRSN shall meet routinely with each agency to review the performance measure reports and discuss and resolve any discrepancies in the data.
5. The CCRSN shall review the data in question and respond either verbally or in writing to the designated provider agency staff.
6. Any payment adjustments that are a result of the review shall be credited on the payment and shown on the payment summary for the month following resolution.

Approved By:  Date: 9-1-04
Michael Piper, Director
Clark County
Department of Community Services